

FORM PTO-1449 U.S. Department of Commerce
(Rev. 4/92) Patent and Trademark Office

ATTY. DOCKET NO.

SERIAL NO.

520.35693C X1

09/846,615

APPLICANT

TERAHAMA, et al

FILING DATE

May 2, 2001

GROUP

2152

U.S. PATENT DOCUMENTS

[illegible]

FOREIGN PATENT DOCUMENTS

[illegible]

OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, Etc.)

u	Y. Kobayashi, "A New Stream in Telemarketing Fusion of C/S System and PBX", Nikkei Computer, Nikkei PB Inc., August 7, 1995, No. 371, pp. 67-69.
u	S. Nakagawa, et al "Remote User Support System on Campus Network", IPSJ SIG Notes, Information Processing Society of Japan, May 24, 1996, vol. 96, No. 52, pp. 17-24.

EXAMINER

DATE CONSIDERED

6/7/04

EXAMINER: Initial if citation is considered, draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

(Form PTO-1449 [6-4])

RECEIVED

SEP 28 2001

Group 2100

BEST AVAILABLE COPY